

EXHIBIT 10

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From: Chris Hummel [chris.hummel@oracle.com]
Sent: Monday, December 12, 2005 8:51 PM
To: nancy.lyskawa@oracle.com
Cc: BERNSTEIN ELIZABETH A.
Subject: RE: Still NO GO for: Manitowoc News Release for your review

1. Yes.
2. O.com story makes sense. Given the sensibilities, let's be careful on the headline and the "so what" of the story
3. We should continue the planning. We can either add in the other 2 customers, or go it alone with Manitowac. let's review.
4. JR wants to see the final draft of this.

-----Original Message-----

From: nancy Lyskawa [mailto:nancy.lyskawa@oracle.com]
Sent: Monday, December 12, 2005 12:41 PM
To: chris.hummel@oracle.com
Cc: BERNSTEIN ELIZABETH A.
Subject: RE: Still NO GO for: Manitowoc News Release for your review

Chris,

Thanks for sending to us. A couple more questions:

1. Confirmed Manitowoc will be in the earnings announcement. Confirmed no stand alone press release.
2. Can we move forward with the rest of the Manitowoc communications plan. This included an O.com story on Manitowoc. Not sure given Juergen's feeling that this is a no name customer and not the angle we should go - and showcasing one win back from TomorrowNow. Just want to confirm if we go or no go on the O.com story. We are ready with this story.
3. If no O.com story - do we do any communications on this internally? We were planning on full internal communications including My Oracle and communications to the sales teams, delivery, etc. Please confirm.
4. JD Powers. Have we heard anything definitive on this? Seems like this would contribute to our support story in the earnings call. Please let me know.

Thanks.

Nancy

-----Original Message-----

From: Chris Hummel [mailto:chris.hummel@oracle.com]
Sent: Monday, December 12, 2005 2:17 PM
To: LYSKAWA NANCY A
Subject: FW: Still NO GO for: Manitowoc News Release for your review

FYI

-----Original Message-----

From: Charles Phillips [mailto:charles.phillips@oracle.com]
Sent: Monday, December 12, 2005 10:48 AM
To: chris.hummel@oracle.com
Cc: Wynne Robert C; Ledbetter Letty
Subject: RE: Still NO GO for: Manitowoc News Release for your review

That's fine

-----Original Message-----

From: Chris Hummel [mailto:chris.hummel@oracle.com]
Sent: Monday, December 12, 2005 10:32 AM
To: Phillips Charles
Cc: Wynne Robert C; Ledbetter Letty
Subject: FW: Still NO GO for: Manitowoc News Release for your review

Charles, are you okay if just we use Manitowac as a taking/proof point during the earnings call or other associated press releases and NOT do a separate PR just on Manitowac?

We would then go out with a separate press release on TomorrowNow win-backs once Praxair and Safeway close.

-----Original Message-----

From: juergen.rottler@oracle.com [mailto:juergen.rottler@oracle.com]
Sent: Monday, December 12, 2005 10:12 AM
To: chris.hummel@oracle.com; Letty Ledbetter
Cc: juergen.rottler@oracle.com
Subject: RE: Still NO GO for: Manitowoc News Release for your review

Hi Chris,

A couple of thoughts on this that could add up to a solid release. If this is not a release (which I would be fine with) then I assume these could still be speaking points for the earnings release.

I would propose that we keep the JD Powers release pretty clean (btw., do we have that one yet ready for my review?).

Core messages:

- PeopleSoft and JD Edwards customer are very pleased with Oracle's Support:
 - * Highest customer satisfaction ever
 - * Lifetime Support Policy is the most comprehensive and most generous Support Policy in the industry, having extended support timeframes for many key PeopleSoft/JD Edwards products
 - * Oracle Premier Support is industry leading: awards, scale, breadth and depth of offerings
- Because of this Oracle is experiencing great renewal rates on Support and continues to see year over year revenue growth in this area (NOT THAT WE WOULD DISCLOSE THIS DETAIL, but YoY growth in Q1 and Q2 have both been 4%)
- Because of this SAP's Safe Passage program has not impacted Oracle's business (not sure that we should even mention Tomorrow Now by name as this gives them free advertising)
- Use customer quotes from brand-name PeopleSoft customers to back this up. We can include Manitowac in this but I would not overplay the fact that they came back (could we spin it more as: they explored alternatives in earnest and decided that they could not deliver against their expectations and business needs?).

Juergen

-----Original Message-----

From: Chris Hummel [mailto:chris.hummel@oracle.com]
Sent: Monday, December 12, 2005 9:38 AM
To: Letty Ledbetter; juergen.rottler@oracle.com
Subject: RE: Still NO GO for: Manitowoc News Release for your review

Juergen, Letty,

Charles wants a proof point to add to his anti-SAP pitch.

In years past, Manitowac would have been a candidate for a press bullet - just a statement of fact with brief context, not a full PR. That would have put it into the public domain, even if we did not get a lot of coverage of the information itself. We don't do those anymore, sticking only to full press releases. That said, we have to admit, trying to stretch this story into a full PR is tough, that's why we had to add the PSFT satisfaction stuff.

So, perhaps we try a more subtle approach: incorporate this into the JD Powers release.

Message could go like this:

--JDP has certified Oracle
--this is validation of our strategy to provide customers with Premier Support --continues a trend we are seeing across the board ----SSPA award ----PSFT customer satisfaction survey ----reality of marketing vs. service is driving customers like Manitowac back to Oracle --All this is proof of Oracle's support leadership

So, we use Manitowac as a proof point for a bigger picture. If we get queried on Manitowac, we simply offer that it is a \$2B company that signed on with TomorrowNow in the rush of marketing hype about 3rd party support, saw the stark contrast (i.e., deficit) with what they had at Oracle, and quickly came back to Oracle. If asked, we can say that Manitowac confirms a trend of companies signing back on with Oracle for Premier Support.

Once Praxair and Safeway sign on, we can allow this story to blossom.

Regards, Chris

-----Original Message-----

From: Letty Ledbetter [mailto:letty.ledbetter@oracle.com]
Sent: Sunday, December 11, 2005 5:30 PM
To: juergen.rottler@oracle.com; chris.hummel@oracle.com
Subject: Re: Still NO GO for: Manitowoc News Release for your review

are we targeting revisions in messaging or additional win-backs?
juergen has indicated to me (in person and via email) the direction he wants this news release to go, i.e. no news release for a single win-back...particularly a single tier two/three brand name. if we have additional names/customers to add, please let me know so that i can add that content.

based on my conversations with juergen...and his attached note...unless we have additional win back customers...this news release is on hold?
is my understanding correct?

juergen.rottler@oracle.com wrote:

>Thanks

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>-----Original Message-----

>From: Chris Hummel [mailto:chris.hummel@oracle.com]
>Sent: Sunday, December 11, 2005 1:12 PM
>To: juergen.rottler@oracle.com; Letty Ledbetter
>Subject: RE: Still NO GO for: Manitowoc News Release for your review

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>Juergen, I will look this over this evening and get back to you with
>some revisions. Regards, Chris

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>-----Original Message-----

>From: juergen.rottler@oracle.com [mailto:juergen.rottler@oracle.com]
>Sent: Sunday, December 11, 2005 12:34 PM
>To: Letty Ledbetter; Hummel CHRISTOPHER K
>Cc: juergen.rottler@oracle.com
>Subject: Still NO GO for: Manitowoc News Release for your review

>Importance: High

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>Chris and Letty,
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>I am confused why my previous feedback is being ignored as it relates to this draft news release. I am not sure how I can be any more clear about not supporting a news release headlined by a single win-back of a no-name customer. This is a losing proposition that I do not support. Great PR for SAP but not for Oracle! My last message to you on this topic is attached.
>
>I also communicated my concerns to Charles and thought we had agreement. Here is what I sent him:
>
>"- an aggressive outreach by the Oracle President about a single and small customer win-back (who carries no recognized brand name) from a 3rd party support provider will not be big news, instead it will indicate that we are very worried about TomorrowNow and others. I think the upside for us on this is minimal and instead we are giving a platform to the 3rd party players and their value prop.
>
>- the 3rd party players have had little impact (as you saw last night) and I think we have made great progress in slowing down their momentum, so any noise we make needs to be more like a death-blow than something that could easily be interpreted as a desperate measure on our side in announcing a single win-back (i.e. akin to us throwing pebble). The focus on a single win-back kills the much broader success story on our side and opens us up for the 3rd party players to parade their wins (which can appear sizeable to the untrained press eye).
>
>- as I mentioned we have a quote out Praxair right now and we are also in negotiations with Safeway. Our objective is to get both of these accounts closed before quarter end. Praxair was one of the most publicized and initial "anchor" customer for Tomorrow Now winning them back will be news. Add Safeway to this and now we have Big News.
>
>
>This is why I suggested the following approach:
>=====

- >- no press outreach on Manitowac in isolation
- >
>- best case: we close Praxair and Safeway. Then do the aggressive outreach with the exclusive story and present the complete story, i.e.
>the win-backs as just one element of how Oracle Support business is thriving and how the 3rd party threat is fading away
- >
>- worst case: we don't close either of the deals. Then I would suggest that we either do the exclusive or alternatively the earnings release/call to talk about the broader story and include Manitowac there as a merely one of the parts of the story, but not THE story."
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>What I forgot to mention is that there is nothing to gain for us by someone doing follow-up with Manitowac and find out that we lowered their support bill significantly by reinstating them at 22% of net. If word gets out on this to the PeopleSoft installed base the downside risk for us is literally in the \$100Ms.
>
>I am happy for Manitowac to be quoted in the body of a much more powerful release that speaks to the success of Oracle's Support for PeopleSoft Customers as indicated by great customer satisfaction results and great renewal rates, both of which have driven Support revenue for PeopleSoft products higher. It should also feature Lifetime Support as a great strategic move and the most comprehensive support policy in the industry.
>
>Let me know if this requires further discussion. Otherwise please work on the broader release and bring in the quotes from the big-name customers who are willing to speak up on the great support they are getting and why they would not consider a third party provider. That's the story.
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>Thanks,
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>Juergen

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>-----Original Message-----

>From: Letty Ledbetter [mailto:letty.ledbetter@oracle.com]

>Sent: Thursday, December 08, 2005 12:46 PM

>To: Juergen Rottler

>Cc: Mariianne Crary; Hummel CHRISTOPHER K

>Subject: Manitowoc News Release for your review

>Importance: High

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>Juergen,

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>Attached is the news release for your review. It will go to the customer after your review. Please return to me as soon as you can...we'd like it finalized and ready to drop with earnings.

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>Thx

>Letty

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>Letty Ledbetter

>Senior Director, Technology & Services Public Relations Oracle

>Corporate Communications Wk - 650.506.8071 Cell - 510.409.1969

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